



<b>Job Title</b>	<b>Technical Support Analyst II</b>	<b>FLSA Status</b>	<b>Non-Exempt</b>
<b>Band</b>	<b>PAR</b>	<b>Probationary Period</b>	<b>12 Months</b>
<b>Zone</b>	<b>5</b>	<b>Job Code</b>	<b>12698</b>

**Class Specification – Technical Support Analyst II**

**Summary Statement:**

The purpose of this position is to perform a variety of computer systems administration, support, and project tasks including analyzing, documenting, testing, maintaining, troubleshooting, and supporting PC hardware, operating systems, and software applications. This is accomplished by providing help to walk-in customers; re-install operating system images on computers; replace broken hardware in desktops and laptops; ensuring that computers worked on are updated and working properly before returning to end user; and escalating service requests to the appropriate people in the department that require more attention or faster service.

**DISTINGUISHING CHARACTERISTICS:**

This is the full journey level class within the Technical Support Analyst series. Employees within this class are distinguished from the (I level) by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from level I, or when filled from the outside, have prior experience.

<b>Essential Functions</b>	Note: Regular and predictable attendance is an essential function in the performance of this job.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
15%	Repairs computer software to include component replacement within a computer; software installations; replacement of an entire computer system; user profiles backups and restores; and works with vendors to get replacement parts or warranty replacements.
10%	Assists walk-in customers by answering user questions; showing users how to perform a specific operation; and quickly solving user problems.
25%	Builds operating system images by gathering application needs from departments; ensuring images stay updated with patch and application updates; ensuring all settings



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	are correctly applied; building images within a specific baseline; ensuring images are working with different hardware models; and building image for users specific needs.
10%	Works on special projects including new product launches; ensures performance; documents processes involved with the new products; trains IT staff on new products; and works with vendors to ensure user needs are met.
20%	Disposes equipment including ensuring all hard drives are deleted to standards; picks up users equipment promptly; documents disposal of equipment; and delivers to disposal site.
20%	Ensures the customer's desktop or laptop is replaced, imaged and configured according to schedule; coordinates delivery and set up with customer; ensures computer or laptop is properly functioning; and retrieves old equipment, and updates records.

<b>Competencies Required:</b>
Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

<b>Technical Skills Required:</b>
Skilled in a Technical Field: Work requires a comprehensive practical knowledge of a technical field



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with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

**Relevant Background and Formal Education:** Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) with specialized training related to IT.

Experience: Three years full-time experience in technical support for Information Technology.

**Education and Experience Equivalency:**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

**Supervision Exercised:**

Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

**Supervision Received:**

Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

**Fiscal Responsibility:**

This job title has no budgetary responsibility.



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**Physical Demands:**

Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, and standard office equipment.

**Specialized Computer Equipment and Software:** Microsoft Office and may other software programs.

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original Date: October 2015